



# Audible Message Waiting Indicator

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## Audible Message Waiting Indicator Overview

You can configure Audible Message Waiting Indicator (AMWI) to play a stutter dial tone on the Cisco Unified IP Phone to notify users of new voice messages. Users hear a stutter dial tone whenever the phone goes off hook on a line on which a voice message was left.

You can configure AMWI for all the phones in a cluster or for only certain directory numbers. The directory-number-level configuration takes precedence over the cluster-wide configuration.

## Audible Message Waiting Indicator Prerequisites

You can configure AMWI only on Cisco Unified IP Phone that are running phone firmware Release 8.3(1) or later.

## Audible Message Waiting Indicator Configuration Task Flow

### Before you begin

- Review [Audible Message Waiting Indicator Prerequisites, on page 1](#).

### Procedure

|        | Command or Action                             | Purpose   |
|--------|---|---|
| Step 1 | <a href="#">Generate a Phone Feature List</a> | Generate a report to identify devices that support the Audible Message Waiting Indicator feature. |

|               | Command or Action   | Purpose   |
|---------------|---|---|
| <b>Step 2</b> | <a href="#">Configure Audible Message Waiting Indicator Service Parameters, on page 2</a>     | Configure AMWI default setting for all phones in a cluster.                               |
| <b>Step 3</b> | <a href="#">Configure Audible Message Waiting Indicator for a Directory Number, on page 2</a> | Configure AMWI for a directory number that is associated to a device.                     |
| <b>Step 4</b> | <a href="#">Configure Audible Message Waiting Indicator for a SIP Profile, on page 3</a>      | Configure AMWI for SIP profiles. Perform this procedure to configure AMWI for SIP phones. |

## Configure Audible Message Waiting Indicator Service Parameters

This procedure describes how to configure AMWI default setting for all the phones in a cluster.

### Before you begin

[Generate a Phone Feature List](#)

### Procedure

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- Step 1** From Cisco Unified CM Administration, choose **System > Service Parameters**.
  - Step 2** From the **Server** drop-down list, choose the server that is running the Cisco CallManager service.
  - Step 3** From the **Service** drop-down list, choose **Cisco CallManager**.
  - Step 4** In the **Clusterwide Parameters (Feature - General)** section, choose the **Audible Message Waiting Indication Policy** service parameter. This parameter determines whether the Audible Message Waiting Indicator is turned on or off for all the devices in the cluster.
  - Step 5** Click **Save**.
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## Configure Audible Message Waiting Indicator for a Directory Number

Follow these steps to configure AMWI for a directory number that is associated with a device.




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**Note** The AMWI setting on an individual directory number overrides the clusterwide setting.

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### Procedure

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- Step 1** From Cisco Unified CM Administration, choose **Device > Phone**.
  - Step 2** In the **Association** section, click **Add a new DN**.  
The **Directory Number Configuration** window appears.
  - Step 3** Select the **Audible Message Waiting Indicator Policy**. Choose one of the following options:
    - **Off**

- **On**—When you select this option, the users will receive a stutter dial tone when the handset is off hook.
- **Default**—When you select this option, the phone uses the default that was set at the system level.

- Step 4** Configure the remaining fields in the **Directory Number Configuration** window. See the online help for more information about the fields and their configuration options.
- Step 5** Click **Save**.

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## Configure Audible Message Waiting Indicator for a SIP Profile

Follow these steps to configure Audible Message Waiting Indicator (AMWI) for a SIP profile.



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**Note** The AMWI setting on an individual SIP profile overrides the clusterwide setting.

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### Procedure

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- Step 1** From Cisco Unified CM Administration, choose **Device > Device Settings > SIP Profile**. The **Find and List SIP Profiles** window appears.
- Step 2** Enter the search criteria to use and click **Find**. The window displays a list of SIP profiles that match the search criteria.
- Step 3** Click the SIP profile that you want to update. The **SIP Profile Configuration** window appears.
- Step 4** Check the **Stutter Message Waiting** check box to activate stutter dial tone when the phone is off hook and a message is waiting.
- Step 5** Click **Save**.
- Step 6** Click **Apply Config**.
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## Audible Message Waiting Indicator Troubleshooting

### Audible Message Waiting Indicator Is Not Heard on the Phone

**Problem** Phone does not play stutter dial tone to notify the user of new voice messages.

If the user uses an SCCP phone, check the following:

- Ensure that the phone firmware release is 8.3(1) or later.
- Check the AMWI setting for the phone and the line on which the user went off hook.
- Verify that the Cisco CallManager service is running on the server.

- Check the sniffer trace between the phone and Unified Communications Manager. Make sure that the phone receives the StartTone message with tone type equal to 42.

If the user uses a SIP phone, check the following:

- Ensure that the phone firmware release is 8.3(1) or later.
- Check the line (directory number) configuration. The phone must display the settings such as line1\_msgWaitingAMWI : 1, line2\_msgWaitingAMWI : 0.
- Ensure that the **Stutter Message Waiting** check box is checked in the **SIP Profile Configuration** window in Cisco Unified CM Administration.

## Localized AMWI Tone Is Not Played in a Specific Locale

**Problem** The phone that is configured in a non-English locale does not play the localized tone.

**Solution** Check the following:

- From Cisco Unified CM Administration, verify the User Locale in the **Device Profile Configuration** window (**Device > Device Settings > Device Profile**).
- Make sure that the user resets the phone after changing the locale.
- Check `user/local/cm/tftp /<locale name> directory` and verify that the AMWI tone is defined in the localized `g3-tones.xml` file.